GREAT TO MEET YOU

AN INTRODUCTION TO WM REPLY

REPLY

REPLY GROUP

150+ CONSULTANCIES WORKING AS ONE

10000+
PEOPLE

€1.47 BN+
2021 REVENUE

38
OFFICES

0
SALES TEAMS

OUR SPECIALISMS

TWO GLOBAL MICROSOFT CONSULTANCIES

REPLY VALOREM

TECHNICAL EXPERTS + DATA + IOT

Technical Strategy

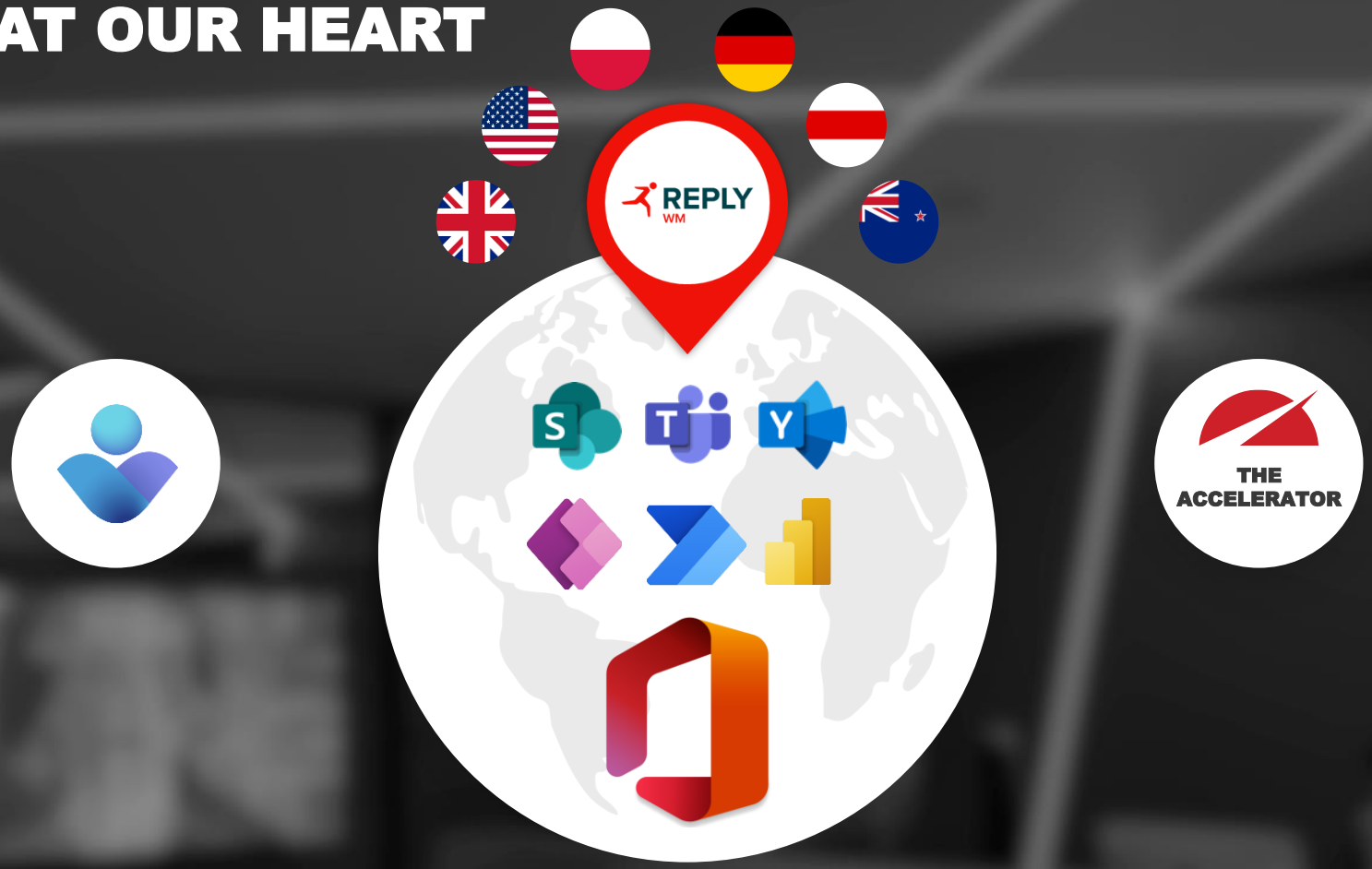
REPLY WM

MODERN WORK + EMPLOYEE EXPERIENCE

Adoption and Change Management

OUR SPECIALISMS

MICROSOFT AT OUR HEART



Prosci
PEOPLE. CHANGE. RESULTS.

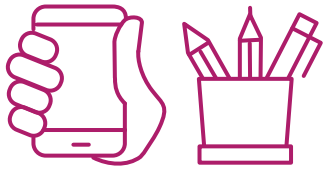
Microsoft Partner
Microsoft

2021 Partner of the Year Finalist
Employee Experience Award

OUR SPECIALISMS

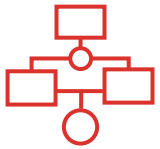
MODERN WORKPLACE SERVICES

Modern Workplace Strategy



UX & UI

Migration



Intranets & Enterprise Social Networks

Business Applications

Centre of Excellence

Adoption & Change Management

Project Management

Technical Support

Creative & Design

OUR CLIENTS

Nationwide

Transport
for London

BARCLAYS

CHRISTIE'S

Rolls-Royce

DIAGEO

JD

AECOM

Specsavers

Campbell's

Microsoft

NetworkRail

co
op

British Gas

COMCAST

BMW

UNIVERSITY OF
OXFORD

BAT
A BETTER TOMORROW

vodafone

dyson

AWARDS

Gold Microsoft Partner

Microsoft

ADVANCED SPECIALISASIONS

Adoption and Change Management

Custom Solutions for Microsoft Teams

Microsoft Partner

Microsoft

2021 Partner of the Year Finalist

Employee Experience Award

FINALIST

Intranet and Employee Engagement
Transport for London

Best Place To Work Awards 2021 REPLY WM

WINNER

Best Place to Work 2021
WM Reply

LENS AWARDS 2021

SILVER WINNER

Best Viral Video

Best Video as part of an Integrated Campaign

Best use of Video for Vodafone

DIGITAL IMPACT AWARDS

WINNER 2020

Best Corporate Viral Campaign
Vodafone

DIGITAL IMPACT AWARDS

WINNER 2021

Best Intranet

Best Digital Employee Communications for Transport for London

IoIC Awards

SHORTLSITED

Best Intranet for Transport for London

POWER PLATFORM

POWER PLATFORM

NATIONWIDE POWER PLATFORM - DAM

THE CHALLENGE

- Existing Digital Asset Management (DAM) ending support
- 6 months to build and deploy a custom replacement
- Regulations changing during the project window
- Internal governance requirements did not align with technology
- The existing solution is slow and unreliable
- The review process is complicated which can make an associated system difficult to navigate

0	Time remaining on current end of life product
40,000	Assets to manage
50	Asset changes per day
3,500	Global users
£££££	Expensive to extend life of current product

NATIONWIDE POWER PLATFORM - DAM

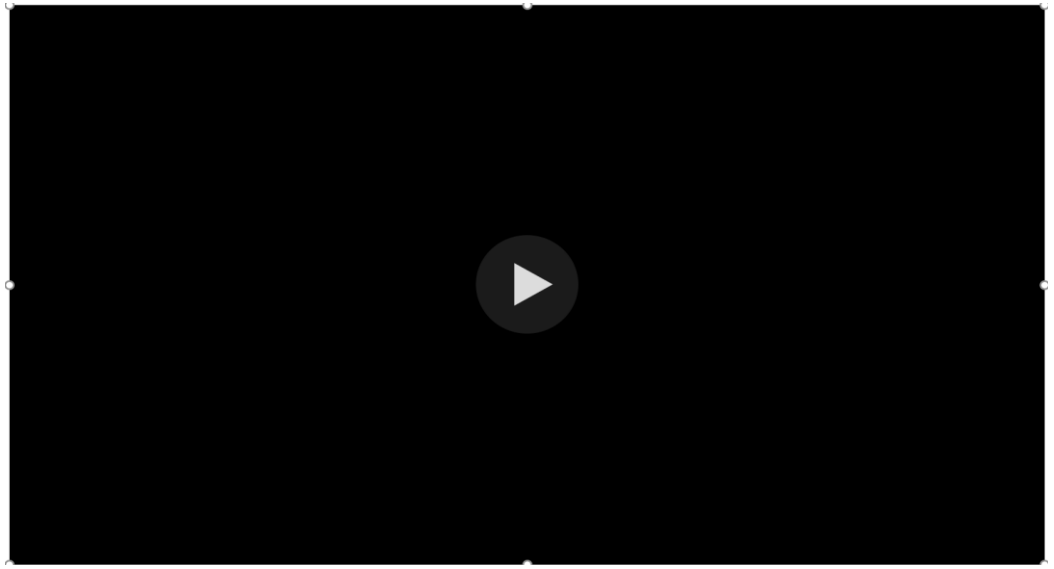
BRIDGING THE REQUIREMENT AND TECHNOLOGY GAP

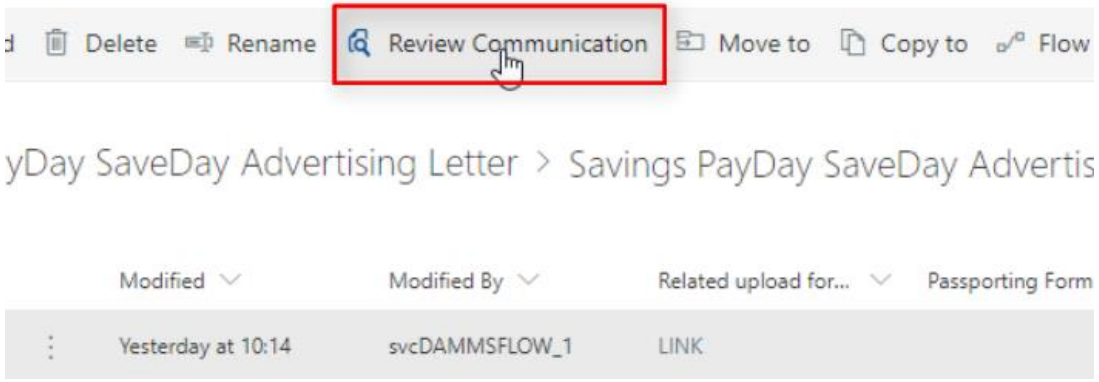
Utilise off the shelf Microsoft technology

Tactical customisation to meet governance requirements

Simple to audit

Replicated all existing functionality





POWER PLATFORM

NATIONWIDE POWER PLATFORM - DAM

3500

Global Users

ENRICHED

analytics

PERFORMANCE INCREASE

1 min load down to 2 seconds

PORTABLE

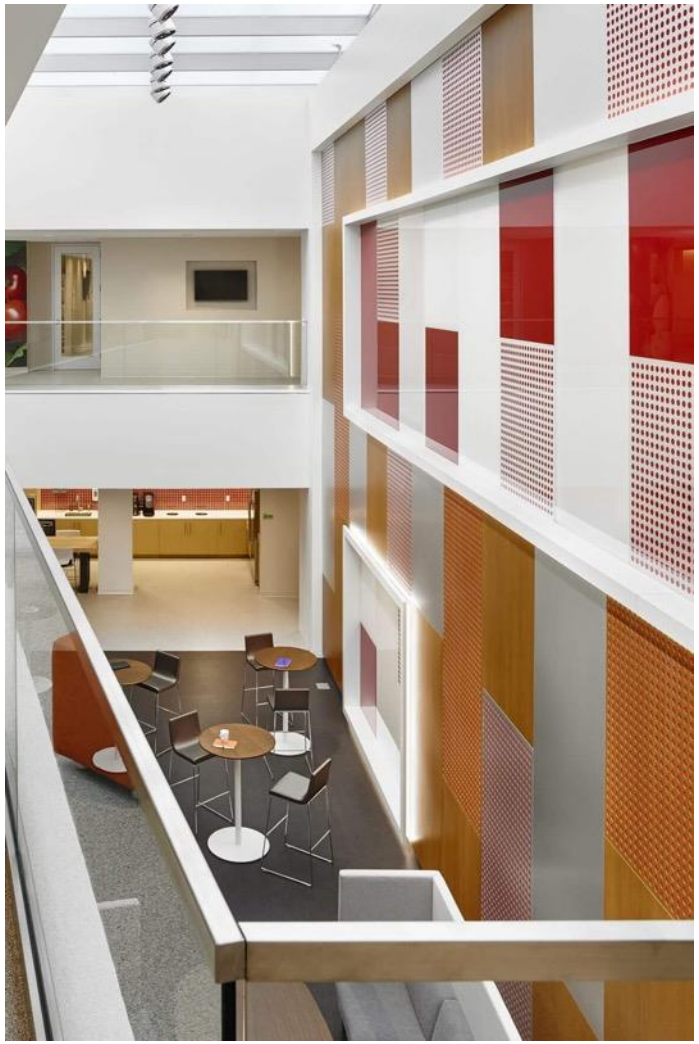
across multiple environments

POWER PLATFORM

CAMPBELLS – VENDOR WISE

THE CHALLENGE

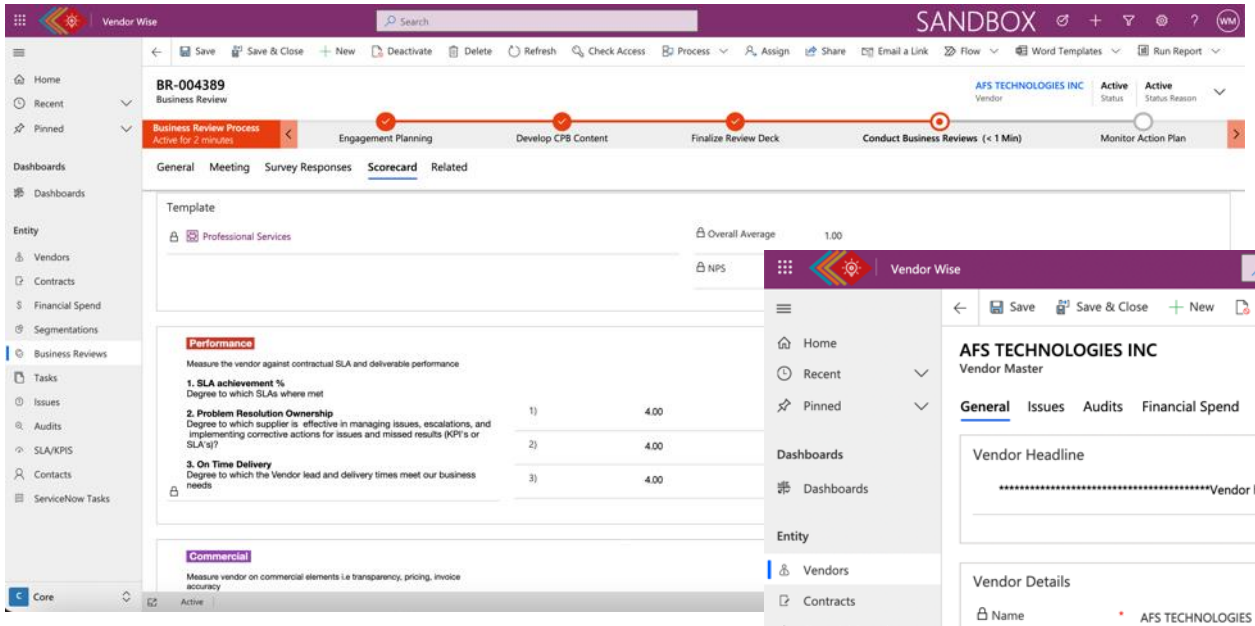
- To give Campbells better sight of all data related to their 12,000+ vendors in one place
- To streamline their current manual Excel based vendor performance review processes
- Allow their senior leadership team to self-serve reports with enhanced search capabilities

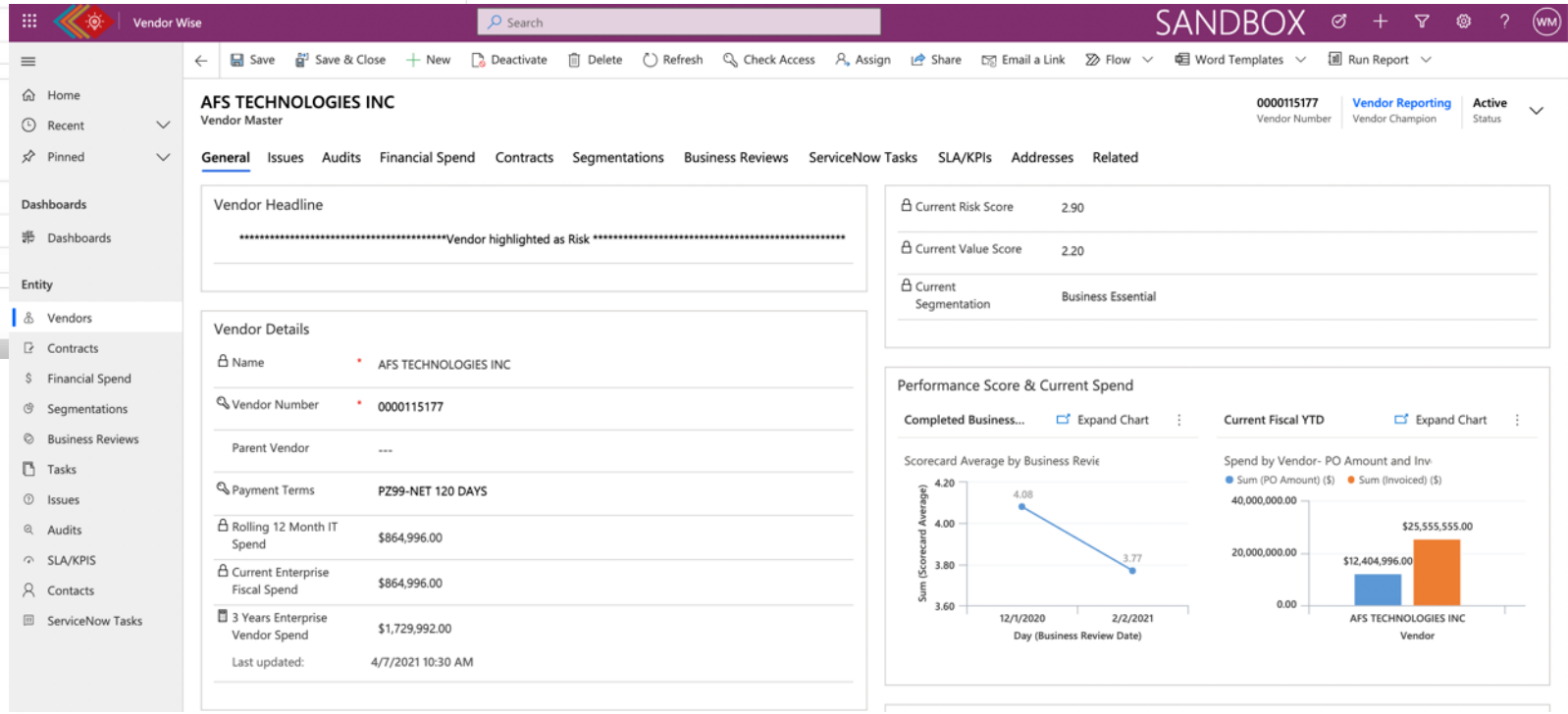


OUR APPROACH

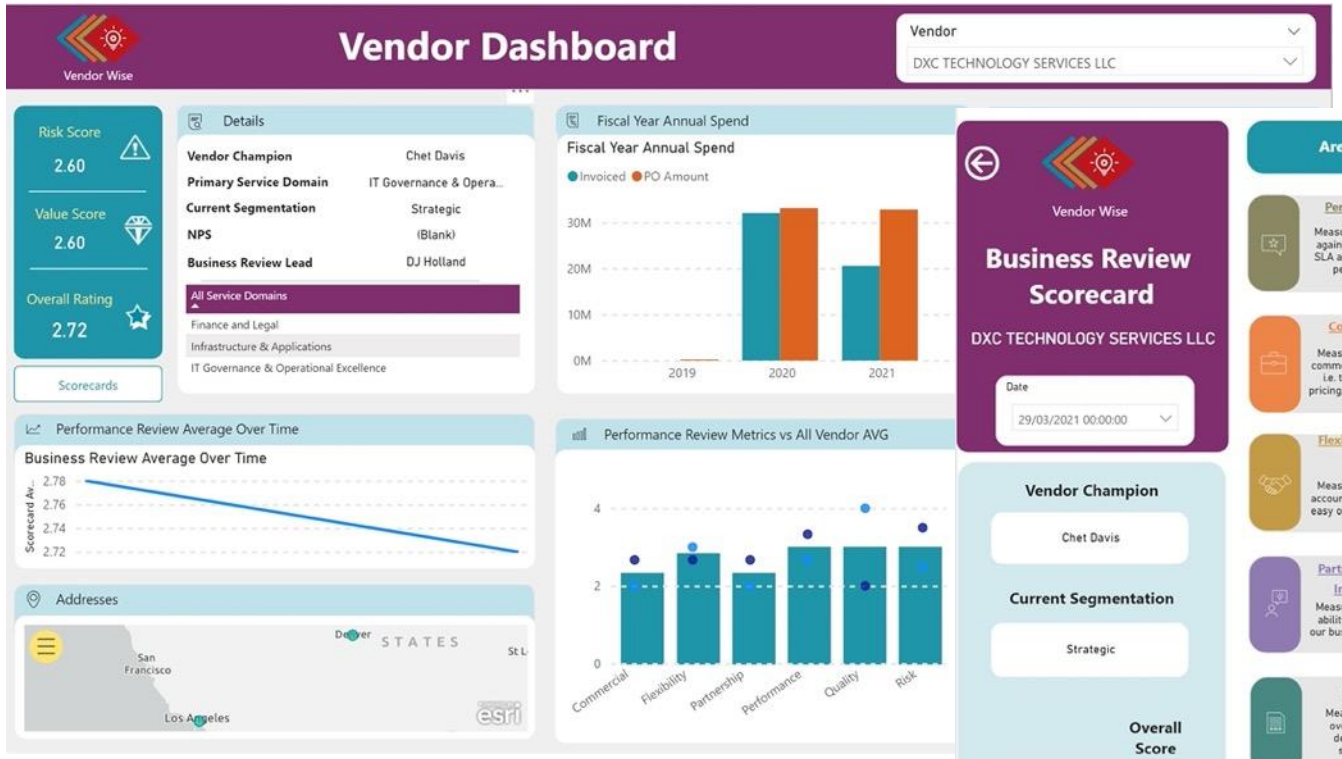
- ✓ Microsoft Teams App workshop to discover more on this challenge along with other scenarios
- ✓ Data pushed from 4 systems (Ariba, SAP, Oracle, Service Now) to Dataverse
- ✓ Model driven application to allow for
  - Easy searching
  - Management of business processes
  - Central recording of new issues, audits and SLA's
  - Task automation
  - Role based security
  - Self-serve reports and exports
- ✓ Microsoft Customer Voice to streamline Campbells employees feedback on Vendors
- ✓ Power BI reports to dissect and gain a deeper understanding on the performance and spend data with their vendors

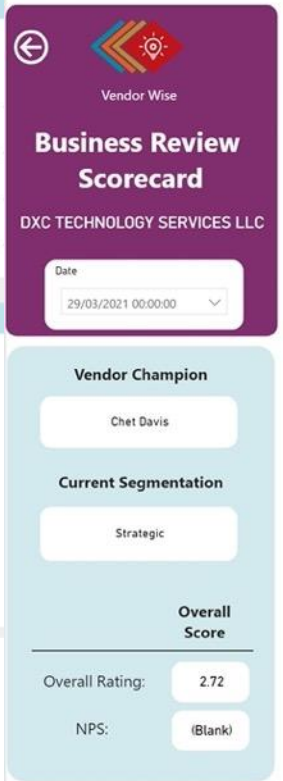
CAMPBELLS – VENDOR WISE





CAMPBELLS – VENDOR WISE





Area	Area Weight	Metric	Description	Score	Comments	Area Rating
Performance Measure the vendor against contractual SLA and deliverable performance	25.00	SLA achievement %	Degree to which SLAs where met	3.00	(Blank)	2.67
		Problem Resolution Owner...	Degree to which supplier is willing to take ownership of da...	3.00	(Blank)	
		Project Management Effecti...	Degree to which milestones and deliverables are complet...	2.00	(Blank)	
Commercial Measure vendor on commercial elements i.e. transparency, pricing, invoice accura...	20.00	Transparency in Negotiatio...	Degree to which vendor provides transparency to our cost...	2.00	(Blank)	2.00
		Invoice Accuracy	Degree to which vendor provides complete and accurate i...	2.00	(Blank)	
		Identification of Savings Op...	Ability to proactively identifys savings opportunities and ot...	2.00	(Blank)	
Flexibility and Ease Measure vendor on account management, easy of transaction, c...	10.00	Account Management	Key personnels have established productive working relat...	4.00	(Blank)	3.00
		Usefulness of reporting/ re...	Degree to which reports/review meetings contain clear, co...	3.00	(Blank)	
		NSSR/ Change request exe...	Ease and timeliness of executing the SOWs for new work(...	2.00	(Blank)	
Partnership and Innovation Measure of vendors ability to align with our business and driv...	15.00	Provision of Innovative Solu...	Degree to which vendor provides valuable and innovative ...	2.00	(Blank)	2.00
		Service Improvements	Degree to which vendor proactively initiates measures to i...	2.00	(Blank)	
		Strategic Partnering	Overall satisfaction with the vendor's efforts to partner str...	2.00	(Blank)	
Quality Measure vendor overall quality, defects, user satisfaction	20.00	User Satisfaction	Degree to which end users are satisfied with service perfo...	4.00	(Blank)	4.00
		Staff Quality	Degree to which supplier staff exhibit subject matter expe...	4.00	(Blank)	
		(Blank)	(Blank)	0.00	(Blank)	
Risk Measure of vendors operational and financial risk	10.00	Operational Risk	Data privacy, information security standards and Business...	2.00	(Blank)	2.50
		Financial stability	Degree to which supplier is financially viable i.e revenue/ ...	3.00	(Blank)	
		(Blank)	(Blank)	0.00	(Blank)	

POWER PLATFORM

CAMPBELLS – VENDOR WISE

35+

Workflows to automate and streamline their processes

12,000

Vendors data held in the system

Major time-saving

Vast amount of time saved by users searching for information and conducting vendor reviews

300+

Users consuming the data

"As my first time as a Project Lead on an implementation project, I have only but one word about my experience in working with WM Reply... "Effortless" The WM team was flexible to our needs through the entire development process, encouraged smart design through a value driven approach, and tailored their service offering to truly meet our demanding needs. I hope I have the pleasure of working with them again in future projects."

BAT POWER PLATFORM CITIZEN DEVELOPER

THE CHALLENGE

2020 - Landing and Building the platform and set up the centre of excellence capabilities: Administration, Security, Operations, Nurture and Support

2021 - Empowering & Enablement, creating awareness for all to know the capabilities of the platform and how they can self serve to create applications to address their issues

OUR APPROACH

An empowered, bold and responsible Citizen Developer, who can work with your area of the business to make a difference and save time and money.

Making an improvement to the business - measure the time and resource required in the process prior to the app being introduced and then measure similar attributes once the app is embedded.

- ✓ A nurtured community of no less than 50 Citizen Developers
- ✓ To deliver at least 10 apps built by Citizen Developers (with tutorial support)
- ✓ Empowering & Enablement, creating awareness for all to know the capabilities of the platform and how they can self serve to create applications to address their issues

2016 → **Migration to Office 365**

→ CoE set up & Delivery by external professionals

→ Curiosity from Citizen Developers

→ CoE Roadmap & Creating guardrails for professional and Citizen Developers

→ Growing Citizen developers 2021

WHAT IS THE CITIZENSHIP DEVELOPER PROGRAMME?

10 weeks

Raise Platform Awareness

Training/Mentorship

1
Identify your requirement
A business need / process and understand the existing gap

2
Define your idea
Name, aim, and benefits

3
Design your app
be creative, design the concept, look, feel and flow

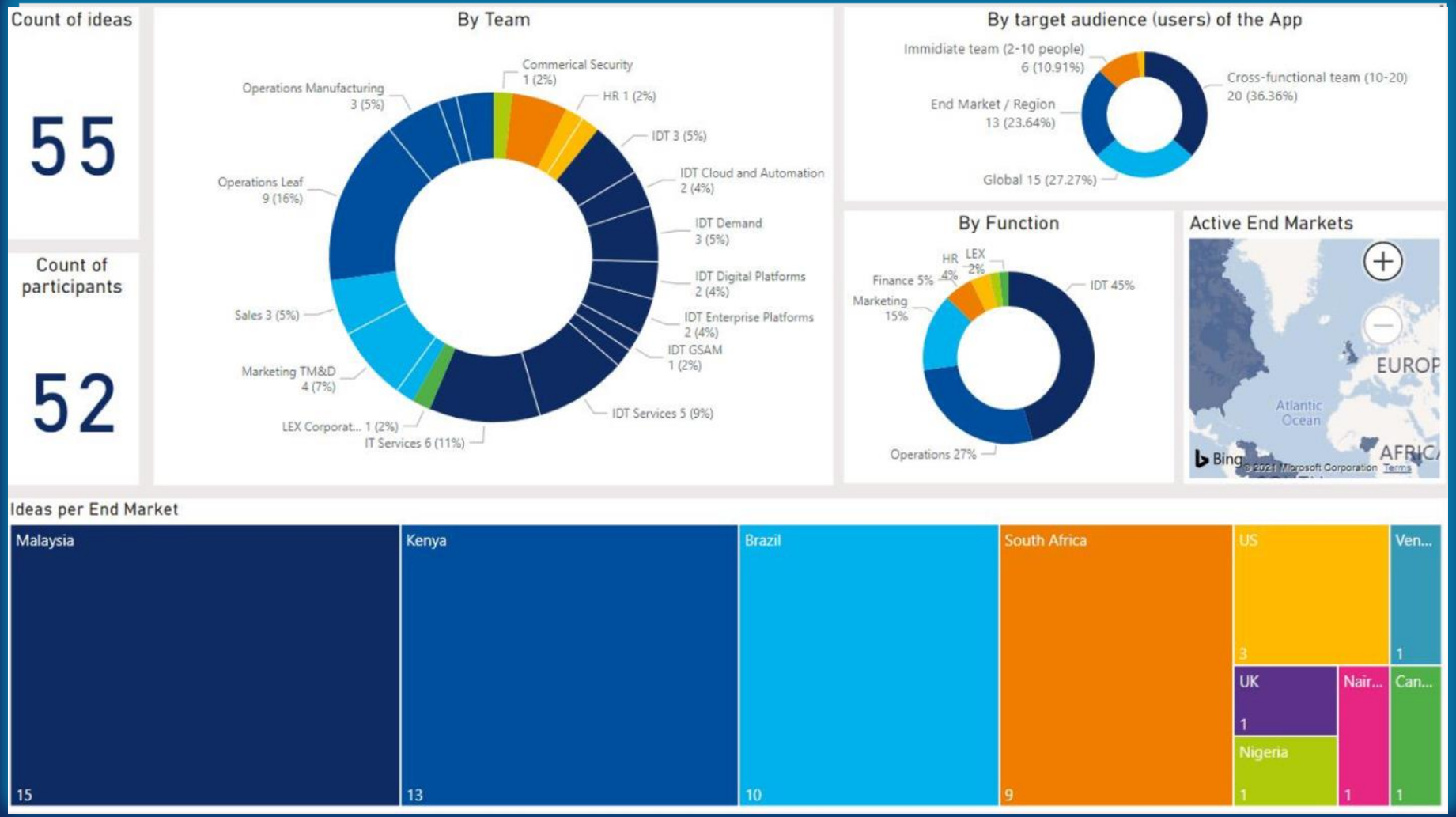
4
Develop your app
With some help from a professional power platform experts

5
Test
Pilot your app on a small group, run the testing, gather feedback and amend

6
Launch your app
It's your time to climb and launch your app!

POWER PLATFORM

SUBMISSIONS



Example of Ideas

Leaf
- Leaf 'due date' app

Operations
- Digitizing information capturing

HR
- Skill Set Tracker

Corporate
- Project Mgmnt Tracking
- Travel approval app
- Compliance attestation

Trade
- Delivery & Payment tracking app
- Record and process trade customer registration
- Record and process customer dispute
- Know your end market app

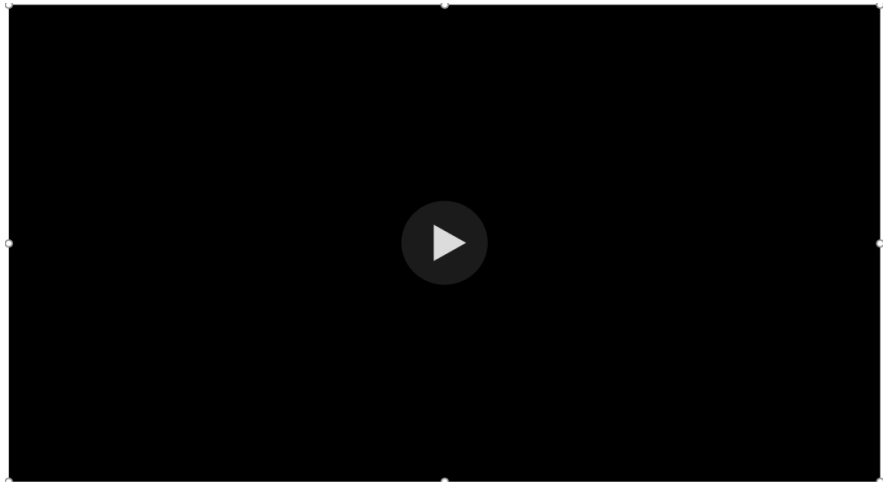
+15 people registered interest for 2nd wave

POWER PLATFORM

THE RESULTS

End Goal - 10 Apps

…in production



Example of App ideas

- travel approval app
- solution to capture/record and process customer dispute
- project management tracker
- delivery and payment tracking app

55 ideas

from 52 participants globally of which 55% are from non-IT

15

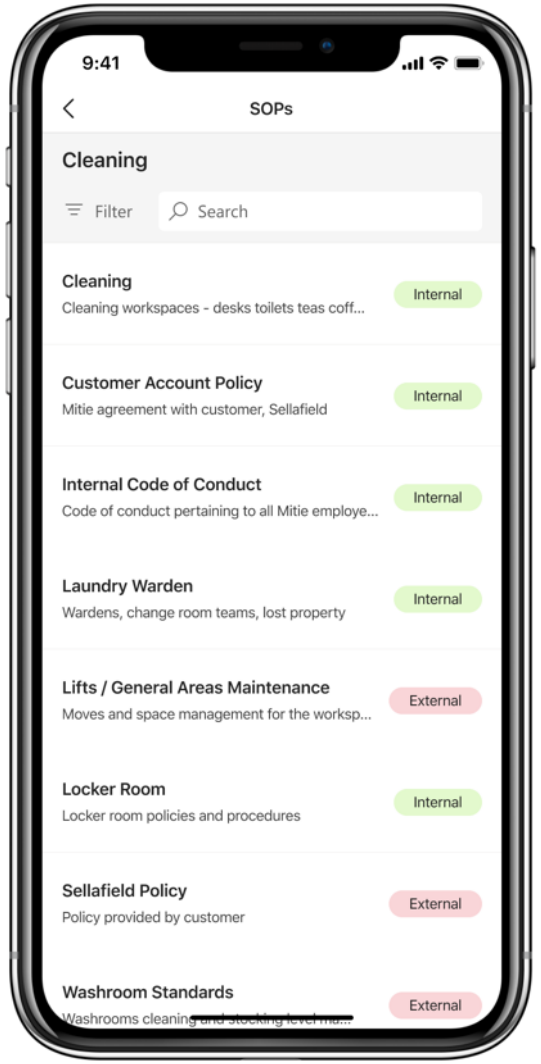
people are already registered for Wave II

POWER PLATFORM

MITIE | CUSTOM TEAMS APP

THE CHALLENGE

- No simple way of accessing guidelines (Standard Operating Procedures; SOPs)
- No single storage location – time-consuming to find documentation
- The why is not articulated – team members don't understand the value of carrying out tasks according to set standards
- Tools are not accessible by all users – remote users do not get consistent or timely updates



OUR APPROACH

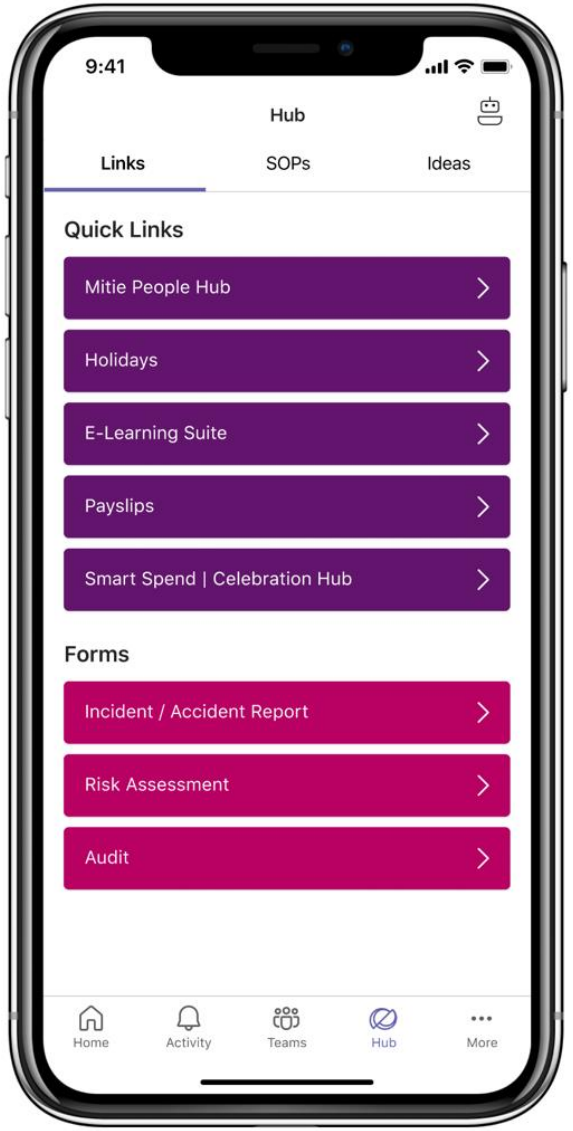
✓ Envisioning (SLATE funded, 10 days)
- Envisioning report
- UX mock-ups
- Solution blueprint
- Build costs

✓ Pilot build (SLATE funded, $30k)

THE SOLUTION

✓ Custom Teams solution consisting of four apps:
- Mitie hub app
- SOPs app
- Curator ideas app
- Company communicator

MITIE CUSTOM TEAMS APP | DEMO



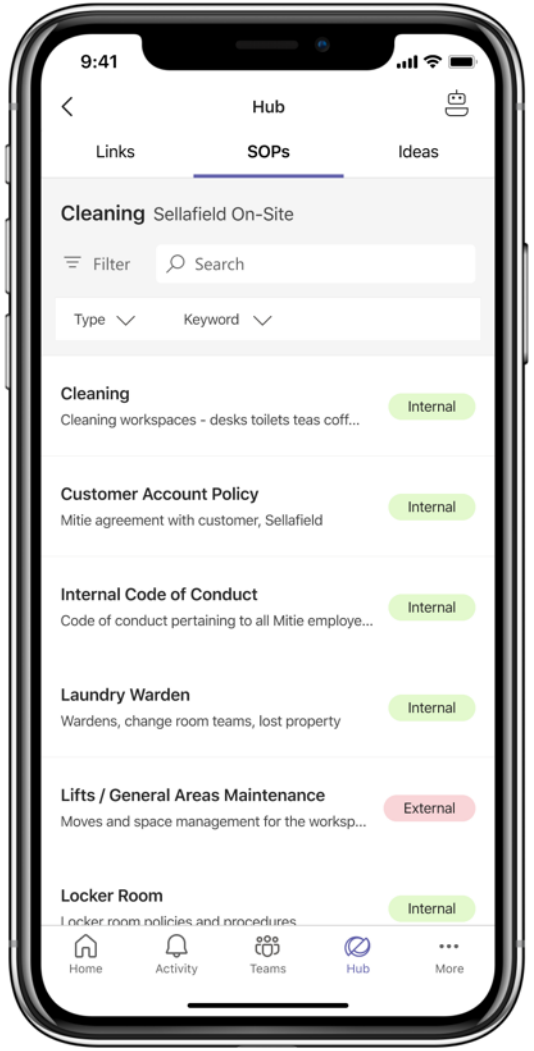
VIDEO LINK

POWER PLATFORM

MITIE CUSTOM TEAMS APP | RESULTS

SUCCESSFUL PILOT BUILD

Completed for end of May 2021 deadline.



‘The Go-Ahead London of 2021’

- Anton T

CENTRE OF EXCELLENCE

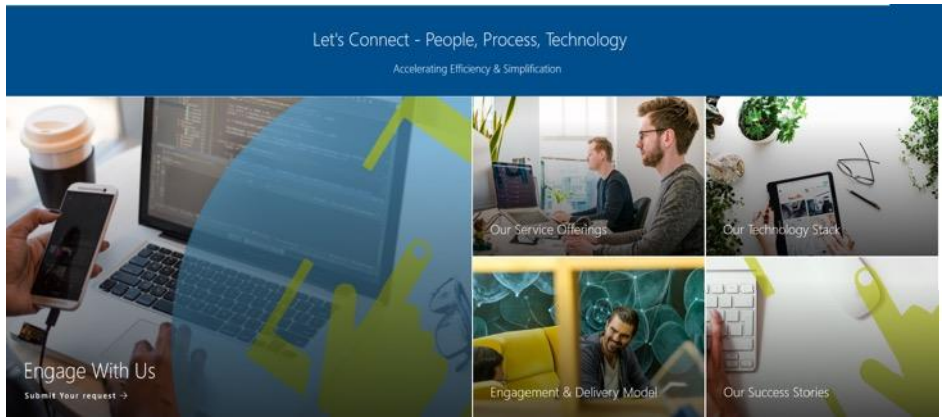
BAT - CENTRE FOR EXCELLENCE

THE CHALLENGE

BAT is going through business transformation, striving to be more digital, and using technology as enabler to accelerate the change

Offices in >180 countries and no central point for demand generated work duplication

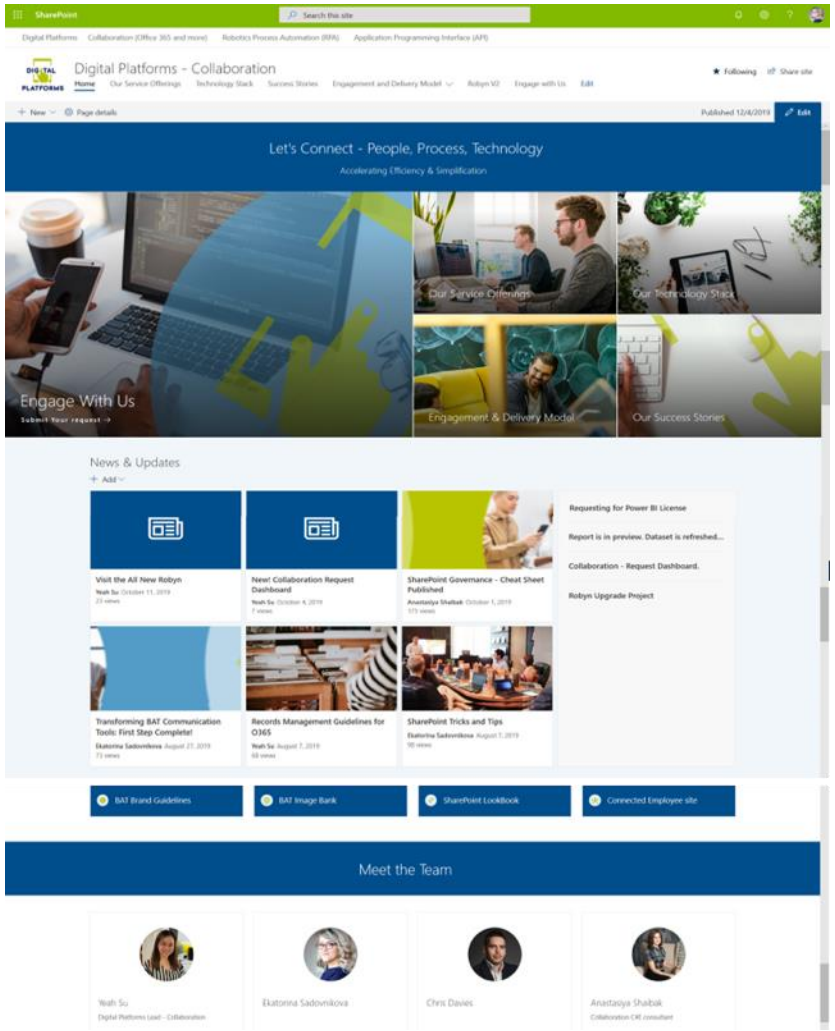
Business need is there, with no global team to drive adoption, design and deliver solutions, govern and audit evergreen O365 environment

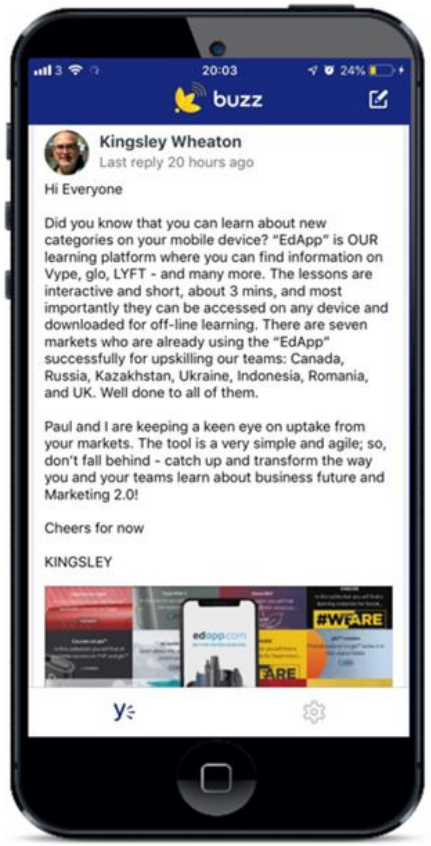


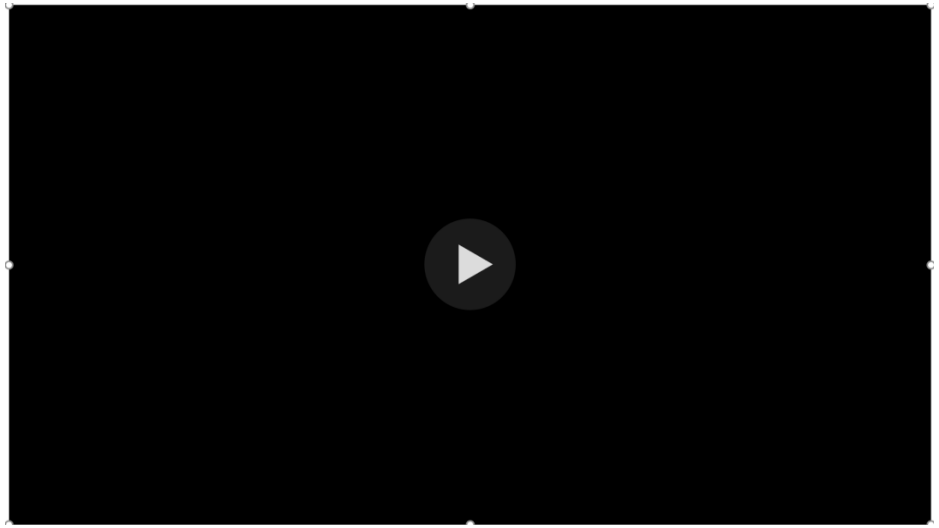
OUR APPROACH

- ✓ One-stop-shop for collaboration, communication and productivity IT solutions
- ✓ Bringing delivery and running costs down by reusing assets
- ✓ Easy to reach with dedicated resources on-site 5 days a week
- ✓ Global delivery for >180 countries – from Malaysia to USA
- ✓ Maximize investments in O365 by driving Community of 1,000 enthusiasts
- ✓ Starting small to deliver value - organic growth from SharePoint CoE to O365 CoE in 1 year
- ✓ Bringing our expertise to collaborate with client's eco-system: Security, Architecture, Comms, Fujitsu, Accenture, Deloitte

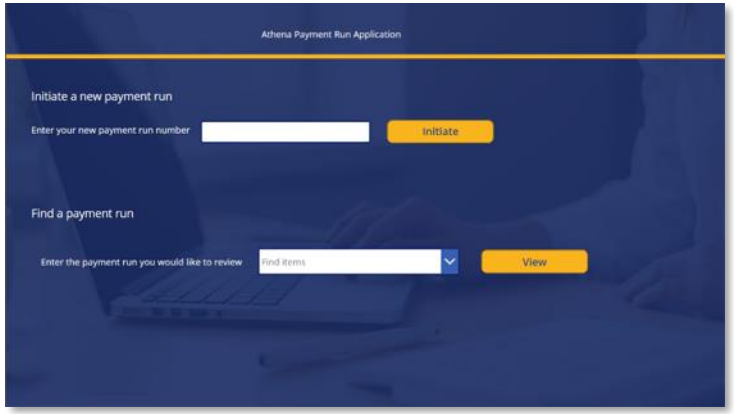
BAT - CENTRE FOR EXCELLENCE

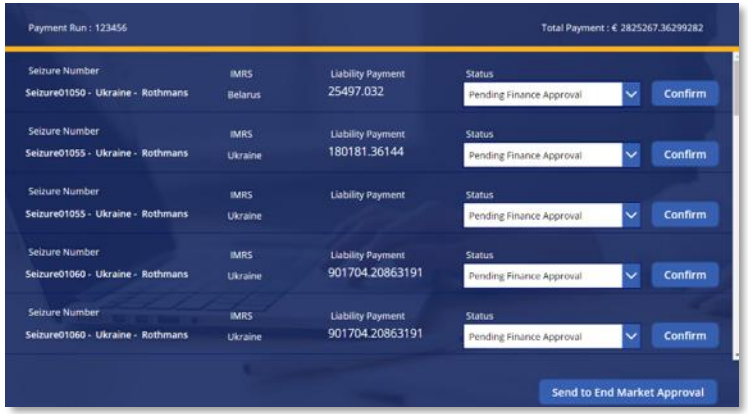


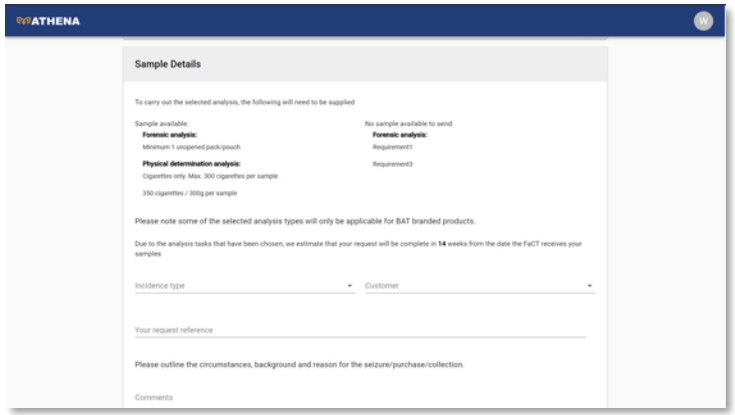




BAT - CENTRE FOR EXCELLENCE







SPECSAVERS - CENTRE FOR EXCELLENCE

THE CHALLENGE

- To embed O365 at Specsavers following a migration from Google in 2018.
- To build a Digital Workplace COE, strategy and ongoing programme.
- To better utilise the tools in O365 to deliver increased ROI, increase productivity and become a ‘digitally native’ organisation.

OUR APPROACH

- ✓ Build and nurture relationships with key stakeholders
- ✓ Meet colleagues beyond Core Team
- ✓ Position ourselves as members of Digital Workplace team
- ✓ Emphasise and knowledge share our technical capability, particularly Power Platform
- ✓ Monthly onsite visits
- ✓ Knowledge share beyond the current projects on dedicated Quarterly Reviews
- ✓ Build relationship with Microsoft CSM

SPECSAVERS - CENTRE FOR EXCELLENCE

90%

Active Teams usage

POWER PLATFORM

Embedded Power Platform C4E capability.
Demand Funnel in place.

SME

SharePoint SME embedded in the Team

In conversation…

Yammer Launch
SharePoint Intranet
Digital Workplace Strategy

WM are go-to resources for all things Digital Workplace

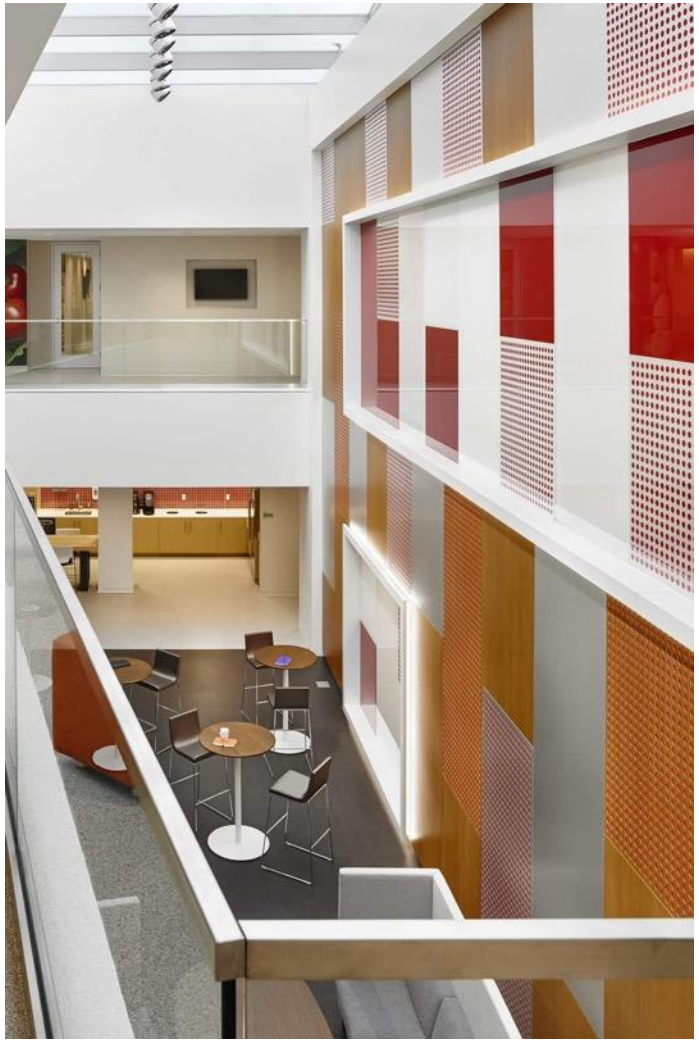
BUSINESS APPS

BUSINESS APPS

CHRISTIES – TARGET & PRIVATE SALES

THE CHALLENGE

- Work with a diverse team of developers to give Christies employees a rich view of their data.
- Integrate legacy and external systems into Data Verse
- Build a foundation for continued evolution on top of the Data Verse core in the future.

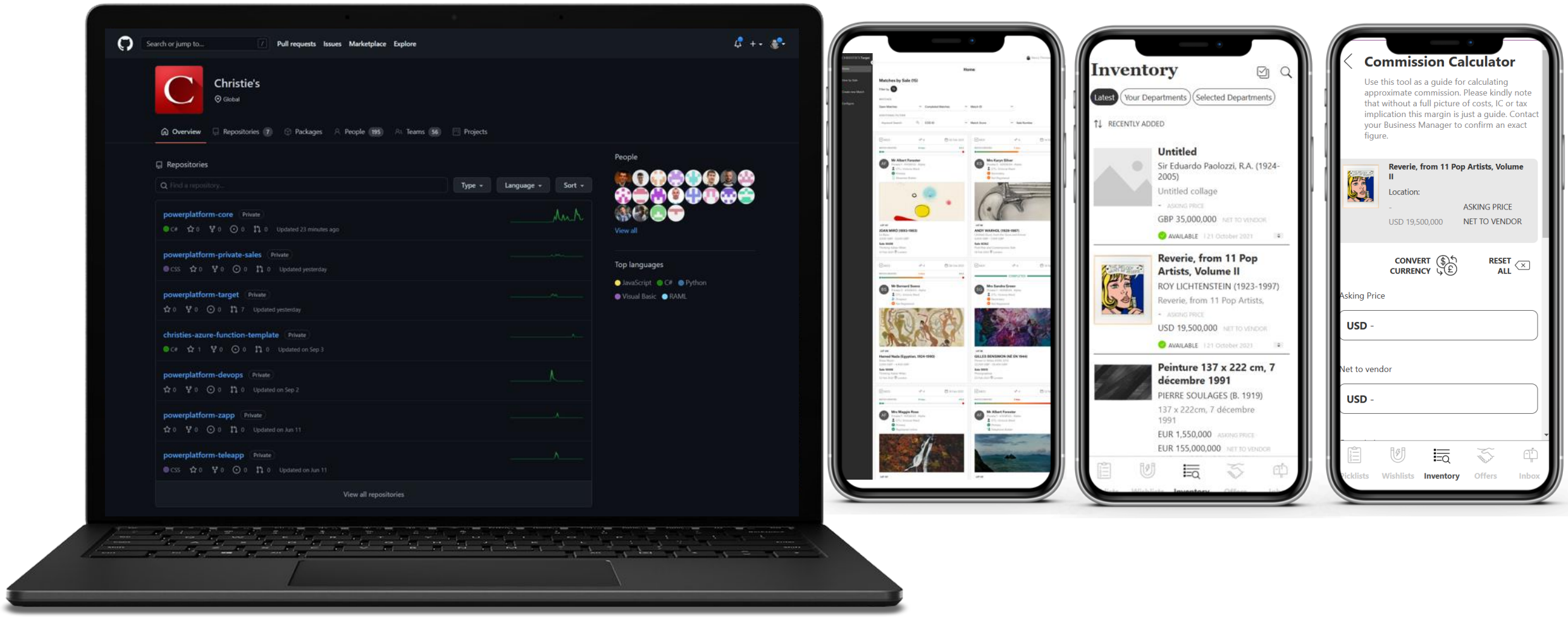


OUR APPROACH

- ✓ Two rich, responsive canvas apps designed around a common core in Microsoft Dataverse.
- ✓ Private Sales
  - Mobile first application
  - Allows users to manage Private sale stock items
  - Rich search functionality powered by FetchXML
  - In app customization using wish lists and picklists.
  - Rich data views using PCF controls
- ✓ Target
  - Desktop first application
  - Allows different users roles to view AI generated client-lot matches
  - Concretes an ad-hoc process for ensuring each lot in a sale is spoken for ahead of time.
  - Rich filtering experiences, performant functionality using PCF where necessary.

BUSINESS APPS

CHRISTIES – SCREENSHOTS

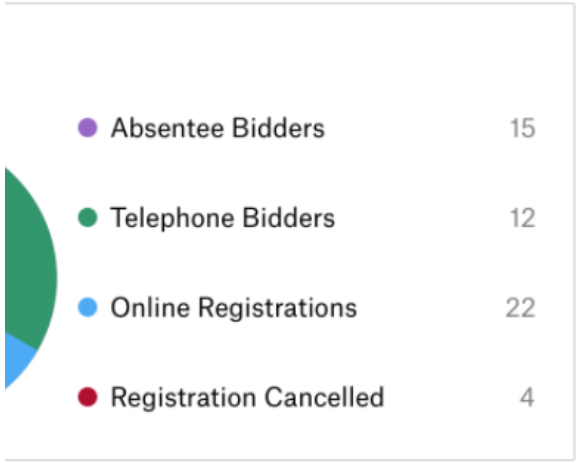


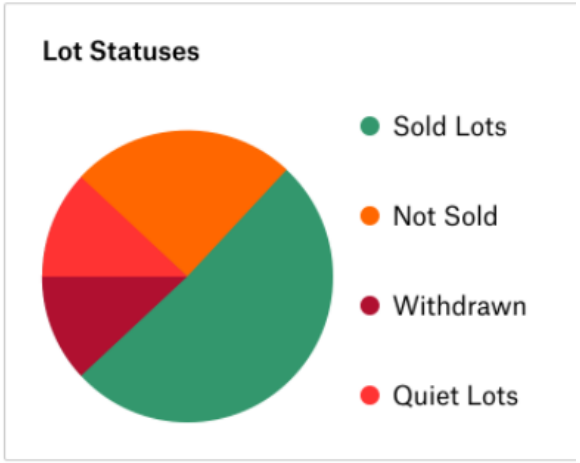
CHRISTIES TARGET & PRIVATE SALES – COMING SOON

100K+
Generated matches per year

1M+
Clients in the database

Search
Advanced search functionality allows end users to take full advantage of





300+
End users

GO AHEAD LONDON - EMPLOYEE ENGAGEMENT APP

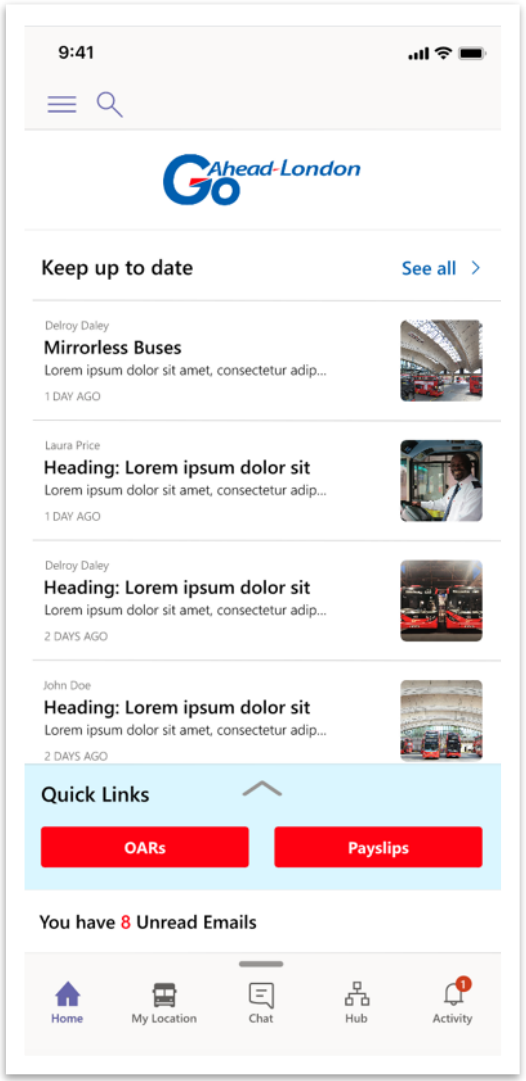
THE CHALLENGE

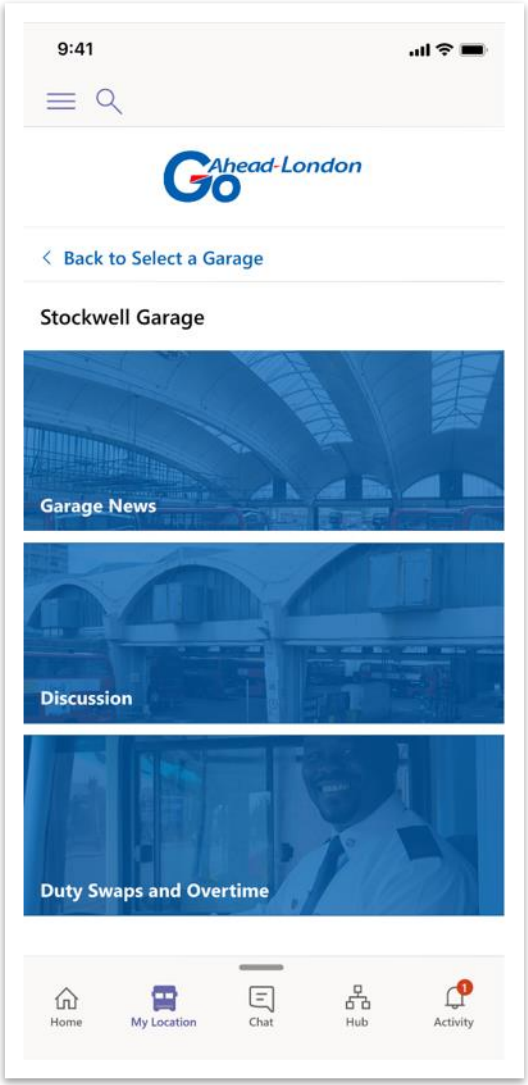
- Go Ahead London unable to communicate effectively with their drivers who are always on the move
- The only way to communicate with their drivers is via their mobile devices
- Teams as a stand-alone application on mobile not fit for purpose

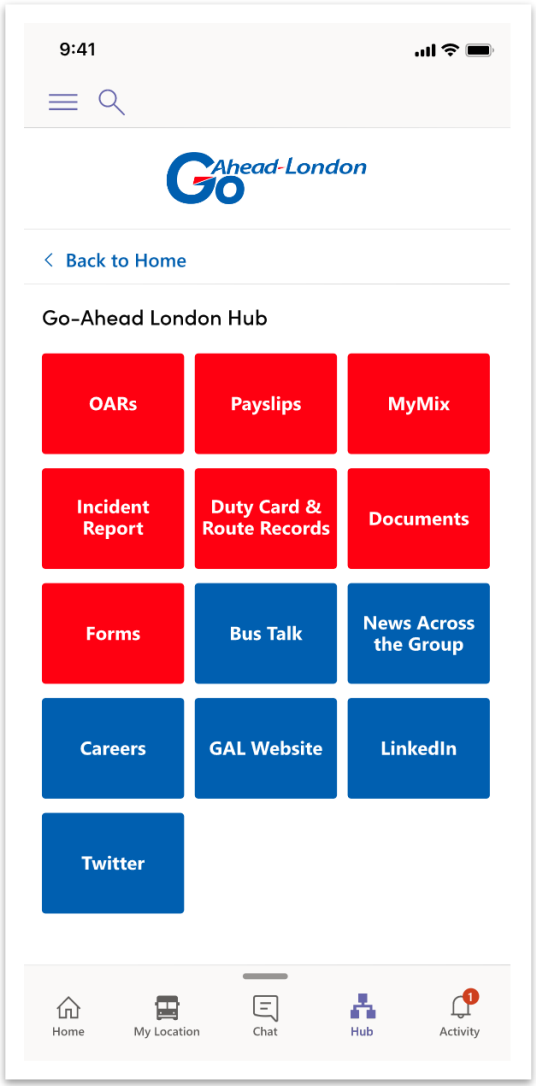
OUR APPROACH

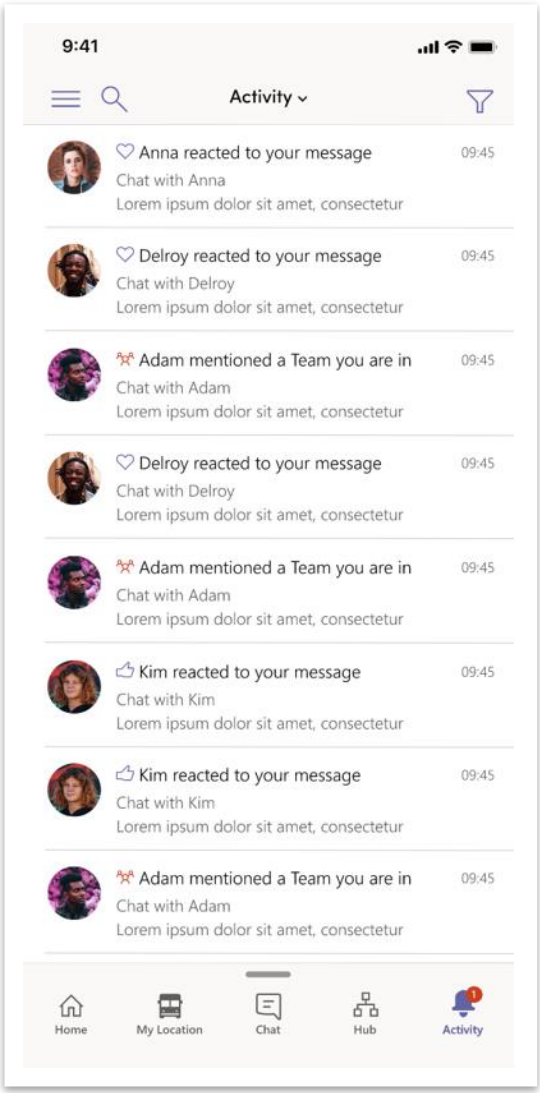
- ✓ WM Reply partnering with Microsoft to build a mobile app leveraging Teams as the base application and applying custom development to fit Go Ahead requirements
- ✓ WM Reply utilising the latest Teams functionality currently under 'Developer Preview' to build the following features into Teams:
  - Homepage
    - Corporate News (integrated with SharePoint)
    - Announcements
  - My Location
    - Garage News (integrated with SharePoint)
    - Discussions
    - Duty Swaps
  - Hub (quick links to frequently used/viewed content including MS Forms)

GO AHEAD LONDON - EMPLOYEE ENGAGEMENT APP









DIAGEO – BACK TO OFFICE APP

DIAGEO

THE CHALLENGE

- Global COVID-19 pandemic
- Current approach is difficult to manage and maintain across the business
- Employees must seek permission from a HR director to go into the office

OUR APPROACH

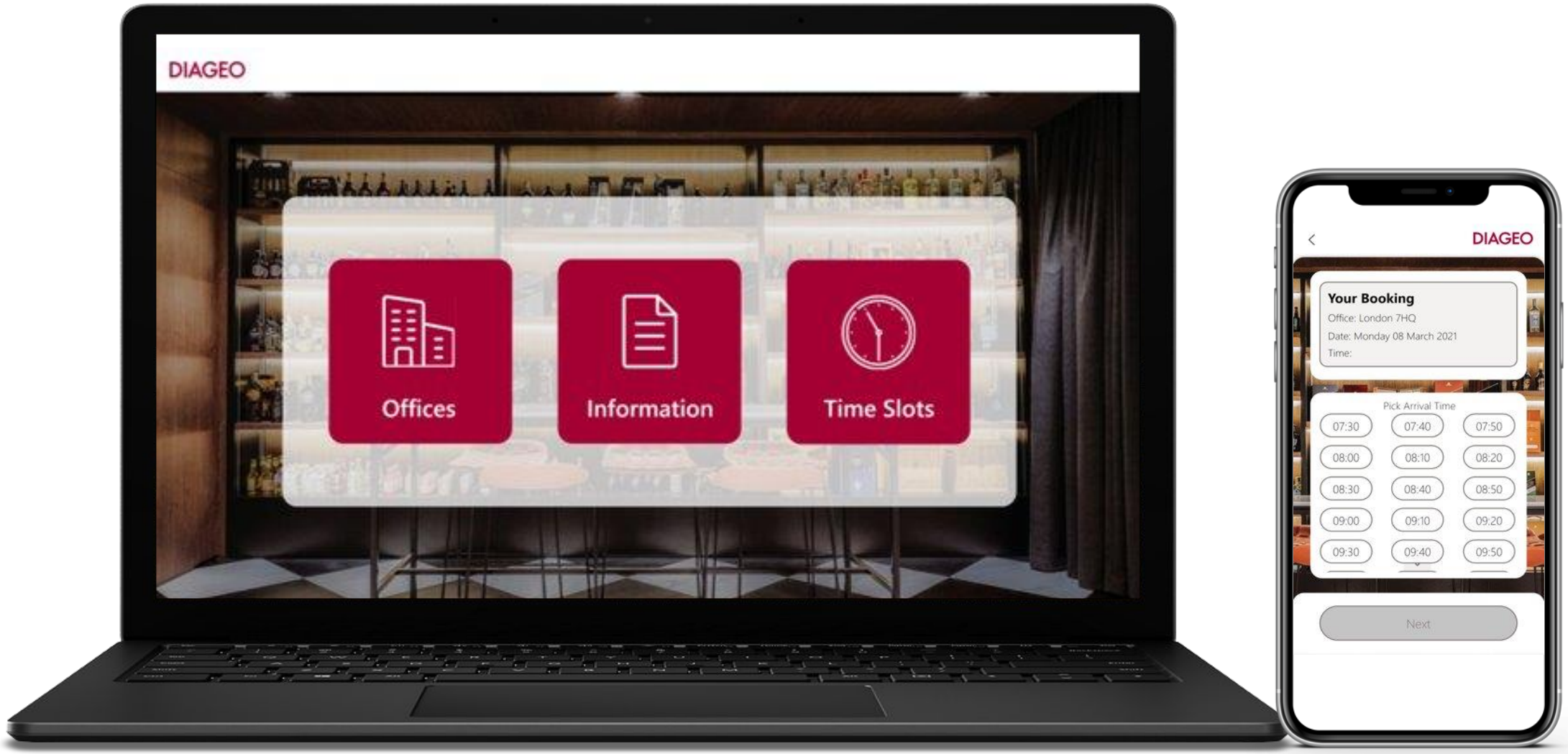
- ✓ WM Reply as a Microsoft partner worked with Diageo to build and implement a Return to Office application to satisfy the requirements
- ✓ The solution uses only Microsoft 365 technology
- ✓ The application was built as a Power App optimized for mobile devices, with the data being captured and written to SharePoint
- ✓ No other 3rd party tool integration was planned in order to keep costs to a minimum and easier for Diageo to maintain going forward.

DIAGEO – BACK TO OFFICE APP

DIAGEO

ADMIN APP

USER APPS



PROJECT SUPPORT

PROJECT SUPPORT

WM SUPPORT SERVICES

A dedicated Global Support team based in our UK, US and New Zealand

The WM team who built your system can also support your system

All WM developers, PMs and consultants have access to our support systems

We use Zendesk ticket system to manage all Support related enquiries

Have a dedicated support agent manage your account

PROJECT SUPPORT

WM SUPPORT SERVICES

360 SUPPORT

If you are looking for a robust managed service solution to manage your technical issues, then 360 support will provide you with that security.

- Defined Service Level Agreement (SLA) & escalation pathways
- Out of Hours Services
- Reporting and Reviews
- Zendesk Portal access to ticket system to track your incidents

SUPPORT POTS

A flexible service to cover any & all of your enhancement, CR and general support needs as and when you need it.

- Choose the number of resource days to buy
- Choose when and how to use them
- Portal access to ticket system to track your activities

Zendesk TALK

WM will provide you with a dedicated number so your company can call in directly to an agent and automatically create a ticket too

- End User Support via Phone
- Support Product & software rollouts
- Calls recorded in tickets
- Call metrics included

O365 AFTERCARE

A pro-active service to ensure you get the most out of your new O365 platform by supporting you to become self-sufficient

- Support for platform owners
- Great for new or Migrated Intranets
- Choose a variety of support activities from a catalogue
- Build an ongoing support program together

OFFICE 365

DYNAMICS

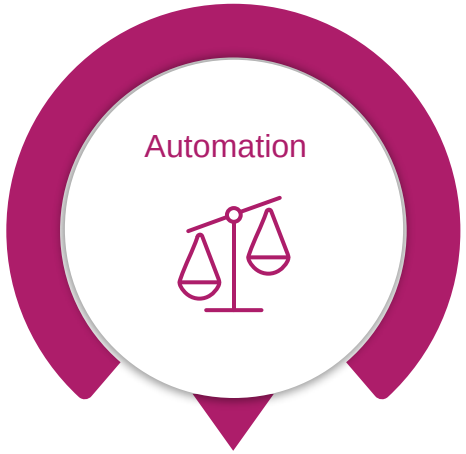
SHAREPOINT

PROJECT SUPPORT

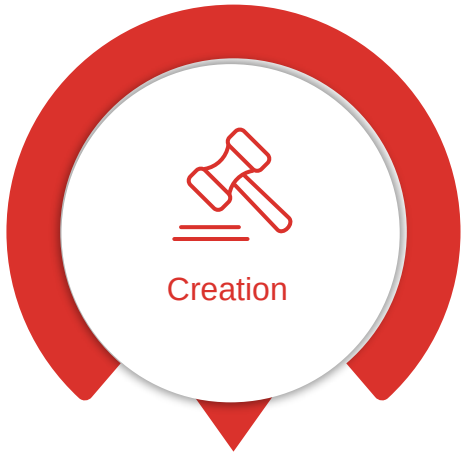
WM SUPPORT SERVICES

The following activities can be delivered remotely or on site by a Consultant working with you to develop your skills internally:

- User Support & Level 2
- Demand Backlog
- M365 App support
- Support collaboration
- Team mentoring
- Holiday Cover



- PowerApps & Power Automate
- Business App development
- Form & Workflow assistance
- Demand Funnel/Tracker
- Guidance & Governance
- Feasibility studies



- Site / page creation
- Standard SharePoint Requests
- Template activities
- Scheduled Tasks

MICROSOFT FASTTRACK

Microsoft FastTrack is a complimentary benefit included with your subscription.

- Of the thousands of global Partners, WM Reply are one of only 300 invited to demonstrate the expertise levels required to help you deliver O365 services to your users.
- Over 60,000 engagements, it's a proven process that assists clients and Partners to work together to deliver a successful adoption project.
- As a Partner, WM Reply can also call upon the Microsoft FastTrack team to provide extra support, advice and guidance during your on-boarding of services.

REPLY
WM

THANK YOU

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